A WHOLE NEW WAY TO CONNECT

COMCAST DIGITAL VOICE
USER GUIDE

comcast

WELCOME TO COMCAST DIGITAL VOICE™

Go ahead. Pick up your phone. Call your neighbor. Your best friend across the country. Or your cousin in Europe. Now that you have Comcast Digital Voice, you can enjoy the ease and added value of managing all your communications needs in a new and innovative way.

To get the most from your new connection, flip through the following pages and learn all about our convenient calling features and options that are sure to make your life even easier. You'll also find a step-by-step guide to your new voice mail service, Comcast Enhanced Voice Mail.

STILL HAVE QUESTIONS? WANT TO ADD OTHER FEATURES AND SERVICES?
CALL US AT 1-888-COMCAST OR VISIT OUR WEB SITE AT WWW.COMCAST.COM.

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Feature availability may vary by market.

HOW TO MAKE CALLS USING YOUR COMCAST DIGITAL VOICE SERVICE

Domestic

Just dial like you normally would. You can also reference your local telephone book for more information on dialing instructions and calling areas.

International

To place the call yourself, dial 0 1 1, plus the country code, then the phone number. If you don't know the country code or want a Comcast Operator to place the call for you, just dial 0 0.

Operator Services

To contact the operator, press 0 for local calls and 0 0 for long distance calls.

If you'd like, an Operator will help you place certain types of calls.

- **Collect calls** – The operator will connect you and request payment from the called party.
- **Person-to-person calls** – The operator will connect you to a specific person.
- **Bill to third party calls** – The operator will connect you and request payment from a third party.
- **Busy line verify** – The operator will check a phone number to verify whether there is a conversation on the line.
- **Busy line interrupt** – The operator will interrupt a conversation on the line that was verified as busy.

Note: Services may not be available in all areas. Additional charges will depend on the service requested. For prices, call Customer Service.

HELP IS HERE

911 Emergency Calls

In most major cities, emergency police, fire, and medical services can be reached by dialing 9 1 1. Enhanced 911 automatically provides the emergency service with your telephone number and location when you dial 911 from your home phone. Remember, dial 9 1 1 immediately in case of any emergency.

Note: Please ensure that the service address for your Comcast Digital Voice service corresponds to your physical address to ensure proper E911 service. For limitations relating to 911/E911 dialing, please refer to the Comcast Digital Voice subscriber agreement.

DIRECTORY ASSISTANCE FEATURES

Directory Assistance

Just dial 4 1 1 for access to local, long distance and international numbers.

Directory Assistance Call Completion

Dial 4 1 1 for access to both local and long distance numbers, then press the indicated key and your call will be connected.

Enhanced Directory Assistance

Now when you dial 4 1 1, you can get even more valuable information. Like what's playing at your local movie theater, show times, and ratings. You can also get fully interactive, turn-by-turn directions to any destination by a live operator. Or get the name of the nearest cross street for any listing you request.

Note: Directory Assistance calls are charged on a per-use basis. For prices, call Customer Service.

OTHER SERVICES

Specialized Directory Listings

Comcast offers Non-Published Directory Listings only. This service ensures that your phone number is not available in either the phone book or through Directory Assistance.

Note: Specialized Directory Listings are available for a monthly charge. For prices, call Customer Service.

TIPS FOR GETTING STARTED

- Throughout this guide you will notice that many of the calling features require you to press the * or # keys. You can find these keys on either side of the 0 on your telephone's key pad.
- Some of the calling features will require that you press the switchhook or flash button.
  - > On non-cordless telephones, the switchhook is the button that disconnects your call when you hang up. When instructed to press the switchhook, be sure to press it firmly, and then release it to ensure that the feature is activated. Do not press it too long, however, or the call may be disconnected.
  - > On cordless telephones, you will find a flash button located on the telephone's key pad.
- Some of the calling features will require that you create a list (e.g. priority list, block list, etc.). These lists are distinct from one another and will remain stored so that each time you activate a particular feature, it will refer to the list you created.
- Rotary telephones are not compatible with Comcast Digital Voice service.

ONLINE BILL ACCESS

Your Comcast Digital Voice monthly billing statement will include a summary of charges you've incurred for the month. In order to view call details, you will need to access your bill online through www.comcast.com. Registration is fast, easy, and free. First-time users will be prompted to create a user profile and password. Returning users can log in by entering their user name and password.

1. Go to www.comcast.com.
2. Click on Pay/View My Bill (located in the right-hand toolbar "Find it Fast").
3. Enter your user name and password.
4. Follow prompts to view billing statements, make payments, order services, and more.

CALLING FEATURES

Call Forwarding Selective

Forward only the calls you don't want to miss.

Call Forwarding Selective allows you to create a list of people whose calls will be forwarded to a number you designate. When you activate this feature only calls from those individuals on your list will be forwarded.

To use Call Forwarding Selective:

1. Lift the receiver and listen for the dial tone.
2. Press * 6 3.
3. A menu of options will guide you in managing this feature. The prompts will enable you to activate and deactivate the feature as well as add, delete, or review the numbers on your list.

To cancel Call Forwarding Selective:

1. Lift the receiver and listen for the dial tone.
2. Press * 8 3.
3. When prompted press 1 to turn the feature off.

Note: When entering the Forward To number, remember to dial 1 plus the area code before the number if it's necessary to place the call. When creating your list, enter the area code plus the 7 digit number for both local and long distance numbers.

Call Forwarding Variable

Forward incoming calls to another number when you're away from home.

Call Forwarding Variable allows you to forward all your incoming calls.

To use Call Forwarding Variable:

1. Lift the receiver and listen for the dial tone.
2. Press * 7 2 and dial the number where you'd like to have your calls forwarded. (Remember to dial 1 plus the area code before the number if it's necessary to place the call.)
3. Listen for the confirmation that the feature has been activated.
4. If you want to change the Forward To number, just repeat steps 1-3.

To cancel Call Forwarding Variable:

1. Lift the receiver and listen for the dial tone.
2. Press * 7 3.

Call Waiting

Take a second call without disconnecting the first.

When you're on the phone, a Call Waiting tone alerts you when you have another incoming call. You can simply put the first caller on hold and answer the second call. If you're on an important call and do not wish to answer the incoming call, you can simply continue talking.

You can also temporarily cancel Call Waiting so that you will not be disturbed during important calls. If you temporarily cancel Call Waiting, incoming calls will either get a busy signal, or if you subscribe to Comcast Enhanced Voice Mail, the caller will be forwarded directly to your voice mail. Call Waiting will automatically be restored for the next call.

To use Call Waiting:

- When you hear the Call Waiting tone, simply press and release the switchhook or flash button.
- Your first call will be placed on hold, and your second call will be on the line.
- You can go between the two calls as often as you'd like by pressing and releasing the switchhook or flash button.
- To end the first call and answer the second, simply hang up. Your phone will ring and the second caller will be on the line.
- You can end either the first or the second call by having the caller just hang up.

To temporarily cancel Call Waiting:

1. Lift the receiver and listen for the dial tone.
2. Press * 7 0.
3. Call Waiting is cancelled for the current call only.

Note: Each conversation is private and cannot be heard by the other party. To have calls forwarded to voice mail, you must subscribe to Comcast Enhanced Voice Mail service. Call Waiting can interfere with fax calls and dial-up connections to the Internet.

Caller ID

Know who's calling before you answer the phone.

Caller ID allows you to see the number and, if available, the name of the incoming caller. You can then decide whether or not to answer the call.

If you subscribe to Comcast Enhanced Voice Mail and choose not to answer the call, the caller will be forwarded directly to your voice mail.

Note: Special equipment is required to take advantage of Caller ID. Comcast does not provide this equipment. Some types of calls cannot be displayed with Caller ID.

Caller ID with Call Waiting

Get Caller ID information when you're already on the phone.

When you hear the special Call Waiting tone, Caller ID with Call Waiting allows you to see the number and, where available, the name of your incoming caller. If you decide you want to answer the second call, simply press and release the switchhook or flash button.

If you subscribe to Comcast Enhanced Voice Mail and choose not to answer the call, the caller will be forwarded directly to your voice mail.

Note: Special equipment is required to take advantage of Caller ID with Call Waiting. Comcast does not provide this equipment. Some types of calls cannot be displayed with Caller ID with Call Waiting.

Call Return

When you've just missed a call, you can automatically call the party back.

Call Return tells you the number of your last incoming call and lets you automatically call the person back. Call Return does not work if the caller has Caller ID blocked.

To use Call Return:

1. Lift the receiver and listen for the dial tone.
2. Press * 6 9.
3. You will hear the number of your last incoming call.
4. If you wish to call the party back, just press 1.
5. If the line is available, your call will be connected.
6. If the line is busy, Call Return will attempt to reach the party for 30 minutes.
7. When the caller's line is available, your phone will ring distinctively.
8. When you pick up your phone, the caller's phone will ring and your call will be connected.
9. If you do not wish to wait the full 30 minutes, you can cancel the feature sooner.

To cancel Call Return:

1. Lift the receiver and listen for the dial tone.
2. Press * 8 9.

Note: Call Return will not work for long distance or international numbers.

3-Way Calling

Create your own 3-party conference calls.

3-Way Calling is a great way to connect with family, friends, and colleagues.

To set up a 3-Way Call:

1. Once you are connected to the first party, simply press and release the switchhook or flash button.
2. The first party is now on hold and you will hear a second dial tone.
3. Dial the number of the second party that you would like to add to the conference call.
4. When the second party answers, you can speak privately before you connect to the first party. When you are ready to connect all parties, press and release the switchhook or flash button.

Note: If the second party's line is busy or there is no answer, you can disconnect the second party by pressing and releasing the switchhook or flash button once to connect all parties and then press and release it twice to disconnect the second party. The first party will still be on the line.

Repeat Dialing

Never waste time redialing a busy number again.

Repeat Dialing redials a busy number until the line is available. While Repeat Dialing attempts to reach the called party, you can still use your phone to make and receive other calls.

To use Repeat Dialing:

1. Hang up the receiver after you receive a busy signal.
2. Lift the receiver and listen for the dial tone.
3. Press [*] [6] [6], then hang up the receiver.
4. Repeat Dialing will attempt to reach the called party for 30 minutes.
5. When the called party's phone is available, your phone will ring.
6. When you pick up your phone, the called party's phone will ring and your call will be connected.
7. If you do not wish to wait the full 30 minutes, you can cancel the feature sooner.

To cancel Repeat Dialing:

1. Lift the receiver and listen for the dial tone.
2. Press [*] [8] [6].

Note: Repeat Dialing will not work for long distance or international numbers.

Speed Dial 8

The convenience of speed dialing for up to 8 of your most frequently called numbers.

Speed Dial 8 allows you to call family, friends, and colleagues by pressing just one digit. You can program both local and domestic long distance numbers.

To set up Speed Dial 8:

1. Lift the receiver and listen for the dial tone.
2. Press [*] [7] [4].
3. Enter a speed dial digit between 2 and 9.
4. Dial the phone number you would like the digit to represent and press [#]. (Remember to dial [1] plus the area code before the number if it's necessary to place the call.)
5. To add the next number, repeat steps 2 through 4.

To use Speed Dial 8:

1. Lift the receiver and listen for the dial tone.
2. Dial the digit (2 through 9) that represents the number you wish to call and then press [#].

Anonymous Call Rejection

Automatically reject calls from Caller ID blocked numbers.

Anonymous Call Rejection announces to callers who block the display of their name and number that you are not accepting blocked calls and instructs them to unblock their information and dial you again.

To use Anonymous Call Rejection:

1. Lift the receiver and listen for the dial tone.
2. Press [*] [7] [7] and listen for a confirmation tone that the feature has been activated.

To cancel Anonymous Call Rejection:

1. Lift the receiver and listen for the dial tone.
2. Press [*] [8] [7] and listen for a confirmation tone that the feature has been canceled.

Call Screening

Decline calls from selected parties.

When you don't want to be interrupted by certain callers, Call Screening allows you to create a list of up to 12 numbers that will receive an announcement indicating you are not presently accepting calls.

To use Call Screening:

1. Lift the receiver and listen for the dial tone.
2. Press [*] [6] [0].
3. A menu of options will guide you in managing this feature. The prompts will enable you to activate and deactivate the feature as well as add, delete, or review the numbers on your list.

To cancel Call Screening:

1. Lift the receiver and listen for the dial tone.
2. Press [*] [8] [0].
3. When prompted press [1], to turn the feature off.

Note: When creating your list, enter the area code plus the 7 digit number for both local and domestic long distance numbers.

Call Trace

Protect yourself against offensive phone calls.

Call Trace ensures that the number of your last incoming caller is traced so that appropriate action may be taken against the harassing party.

To use Call Trace:

1. When you receive a harassing or offensive call, hang up immediately.
2. Lift the receiver and listen for the dial tone.
3. Press * 5 7.
4. Contact your local law enforcement agency or Customer Service for further information.

Note: The information provided by Call Trace will not be available to you directly, but will instead be available only to law enforcement authorities possessing a valid subpoena or other valid legal authorization. If the call is life threatening, call your local law enforcement authorities immediately.

Caller ID Blocking Per Call

Prevent your name and number from being displayed on Caller ID on certain calls.

Caller ID Blocking Per Call is designed to ensure that your name and number are marked "Private" or "Anonymous" each time you activate this feature before placing a call.

To Use Caller ID Blocking Per Call:

1. Lift the receiver and listen for the dial tone.
2. Press * 6 7.
3. When you hear a second dial tone, dial the number you wish to call.
4. Your name and number will be blocked for the current call only.

Note: Caller ID Blocking Per Call may not be available on some calls, including calls to E911.

Caller ID Blocking Per Line

Prevent your name and number from being displayed on Caller ID on all calls.

Caller ID Blocking Per Line is designed to ensure that your name and number are marked "Private" or "Anonymous" on every call you make from your home.

Often times individuals reject incoming calls that are marked "Private" or "Anonymous." You can temporarily cancel Caller ID Blocking Per Line so that you can call these individuals. Caller ID Blocking Per Line will automatically be restored for the next call.

To cancel Caller ID Blocking Per Line:

1. Lift the receiver and listen for the dial tone.
2. Press * 8 2.
3. When you hear a second dial tone, dial the number you wish to call.
4. Your name and number will appear on the called party's caller ID display for the current call only.

Note: Comcast allows you to select either Caller ID Blocking Per Call or Caller ID Blocking Per Line. The default setting is Caller ID Blocking Per Call. If you wish to change this to Caller ID Blocking Per Line, please call Customer Service. Caller ID Blocking Per Line may not be available on some calls, including calls to E911.

Restrict Toll or International Calls

Call restrictions services allow you to restrict toll and/or international calls made from your home phone. Call Customer Service for more information.

Blocking of Calls to 900/976 Numbers

All Comcast phone lines come with 900/976 Call Blocking activated so that calls to 900 and 976 numbers are automatically blocked. Call Blocking to 900/976 numbers cannot be removed. There is no charge for this service.

Blocking of Collect Calls and Bill to Third Party Calls

Collect Calls and Bill to Third Party Calls can also be blocked. For more information, call Customer Service.

COMCAST ENHANCED VOICE MAIL

With Comcast Enhanced Voice Mail you get a whole new way to manage your voice mail. When you're away from home or if you just don't get to the phone in time, callers are able to leave you a message. The caller can even leave a message while you're on the phone. If you elect not to pick up an incoming call using Call Waiting, the call will be redirected to voice mail. The next time you pick up your phone you will hear a stuttered dial tone indicating you have a message waiting. If your phone has a message waiting indicator light, it will be lit when someone leaves a message.

Setting Up Voice Mail

To set up your new Comcast Enhanced Voice Mail service, follow these easy-to-use instructions.

The first time you call into your Comcast Enhanced Voice Mail, you'll need to create a new password and a personalized greeting that callers will hear when they reach your voice mail. There are three ways to set up your Comcast Enhanced Voice Mail service:

Dial *99

From Home:

1. Dial [*] [9] [9].
2. When the system answers, you will be prompted to enter the default password, which is the last four digits of your home telephone number.

Dial your home telephone number

From Home or Away from Home:

1. Dial your home telephone number.
2. When the default greeting begins to play, press [*].
3. You will then be prompted to enter the default password, which is the last four digits of your home telephone number.

Dial the voice mail access number

From Home:

1. Dial the voice mail access number provided by the technician at the time of installation.
2. You will then be prompted to enter the default password, which is the last four digits of your home telephone number.

Away from Home:

1. Dial the voice mail access number provided by the technician at the time of installation.
2. When the system answers, you will be prompted to enter your mailbox number, which is your 10-digit home telephone number.
3. You will then be prompted to enter the default password, which is the last four digits of your home telephone number.

Once you're in the system, listen carefully to the recorded instructions. You will be prompted to change your password, record your name, and record a personalized greeting that callers will hear when they reach your voice mail.

If you do not have the voice mail access number, please contact Customer Service.

Accessing Voice Mail

There are three ways to access your voice mail:

Dial *99

From Home:

1. Dial [*] [9] [9].
2. Enter your password when prompted.

Dial your home telephone number

From Home or Away from Home:

1. Dial your home telephone number.
2. When your personal greeting begins to play, press [*].
3. Enter your password when prompted.

Dial the voice mail access number

From Home:

1. Dial your voice mail access number.
2. Enter your password when prompted.

Away from Home:

1. Dial your voice mail access number.
2. You will be prompted to enter your mailbox number, which is your 10-digit home telephone number.
3. Enter your password when prompted.

Managing Your Voice Mail

Once you've accessed Comcast Enhanced Voice Mail, you will be in the Main Menu. The Main Menu will provide you with a set of options that allows you to manage all your voice mail messages.

Once you've made a selection from the Main Menu, listen carefully to the recorded instructions for further options.

From the Main Menu:

- Press 1 to review your new messages. After you've listened to your new messages you then have the following options:
  - Press 1 to go back.
  - Press 7 to delete the message.
  - Press 8 to listen to the message envelope.
  - Press 9 to save the message.
  - Press 1 1 to go back to the beginning of the message.
  - Press # to skip the message.
  - Press * to cancel the message playback and return to the previous menu.
- Press 3 to listen to your other messages. You then have the following options:
  - Press 1 to listen to your old messages.
  - Press * to go back to the Main Menu.
- Press 4 to change your personal options. You then have the following options:
  - Press 1 to manage your personal greeting.
  - Press 2 to change your password.
  - Press 4 to record your name.
  - Press 6 to manage your other greetings.
  - Press * to go back to the main menu.

VOICE MAIL ACCESS NUMBER:

Comcast Digital Voice may not function during a power outage and may not be compatible with certain customer premises equipment such as home alarm systems. Services described are subject to terms and conditions of service, including, without limitation, the subscriber agreement, rate card, and privacy policy associated with Comcast Digital Voice. Services are subject to change. Restrictions apply. Call for details.

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